

Communications Action Plan

Project: Relocation of Child and Adolescent Mental Health Service (CAMHS) to Erindale Business Park- Northside Hospital Project

Directorate: Infrastructure Canberra



What is being communicated?	The ACT Government has announced the construction of a new northside hospital on the site of the North Canberra Hospital. Early planning includes relocation of services currently delivered from facilities on the northern area of the campus including CAMHS Cottage, Dialectical Behaviour Therapy and Childhood Early Intervention programs. While an early announcement was made to relocate the CAMHS services to a site in Lyons, Erindale is now the preferred location and design consultation with the CAMHS staff and young people is underway. Recognising the impact the move to Erindale has on both the current CAMHS service at NCH and those who currently work at the new location at Erindale Business Park this plan outlines communications and engagement required for: - CAMHS and key stakeholders - Erindale Business Park and key stakeholders.
Background	An original site for a new CAMHS Cottage in Lyons was selected and announced via a media release to the public, and via consultation with CAMHS staff and stakeholders, in August 2024. Following initial consultation and investigation, with the Executive User Group, several issues were identified with the initial Lyons site proposal. These included: _ • The size of the block at Lyons limited the size of the facility • the size of the block also limited car parking for consumers and potential road congestion for nearby residents • the prohibitive cost of excavating an underground car park on the Lyons block. In comparison the Erindale site provided a larger block allowing for a larger facility with outdoor courtyards and adequate car parking to be built. The site at Erindale is currently tenanted so alongside communications with CAMHS there will be extensive communications with those at Erindale Business Park about the changes.

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Why are we communicating?	• Consulting with CAMHS staff, consumers and key stakeholders on the move Erindale including extensive collaborative design • informing current users at the Erindale site about the changes expected from early 2025. • Preparing Erindale tenants for changes to the site and construction impacts. • Communicating project timelines and milestones. • Collaborating with CAMHS staff and users on the design for the new purpose-built, trauma informed and young person friendly.
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Target audiences:	Primary: • Child and Adolescent Mental Health Services (CAMHS) staff • CAMHS consumers, parents and carers • Erindale tenants – current commercial and community tenants, prospective tenants, short term tenants. • Mental health consumer groups such as Carers ACT, ACT Mental Health Consumers Network, Capital Health Network, Mental Health Community Coalition, Human Rights Commission, Public Advocate • ACT Education Directorate & Wellbeing Teams • Flexible Education Department • Women, Youth and Children Key stakeholders: • Headspace • Vikki Radford, Manager, Youth Mental Health at Grand Pacific Health vradford@gph.org.au • Child and family centres • Marymeade and CatholicCare • Wellways • Woden Community Services • Youth Coalition ACT • Community Councils (local areas for new sites) • Neighbouring residents and businesses • Health Care Consumers Association (HCCA) • Mental health consumers • Aboriginal and Torres Strait Islander stakeholders • ACT Education Directorate, Flexible Education Department Andrew Kerr-Stevens, Principal Flexible Learning andrew.kerr-stevens@act.gov.au • Child and Family Centres
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Tier:	Tier 1 project NHP and enabling works projects (CAMHS)		

KEY MESSAGES

Overarching – Northside hospital project

- The ACT Government has committed more than \$1 billion to build a new hospital on Canberra’s northside. The new northside hospital will be the largest investment in health infrastructure ever undertaken in the ACT. It will deliver a modern, state-of-the-art health facility for our community and health workforce.
- Planning for the hospital is underway and will be supported and informed by ongoing engagement with the community, clinicians and key stakeholders.
- Planning for the new northside hospital includes the block to the north of Mary Potter Circuit on the NCH campus.
- Designs are now complete for the new facility with construction expected to start mid-year following the DA application.

CAMHS Cottage

- The Cottage is a day program for young people who have moderate to severe mental health difficulties which impacts their ability to attend school.

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- The programs aims to support young people make functional gains, to build their confidence and capacity to return to school or vocational programs.
- The Dialectical Therapy program is an intensive early intervention therapeutic program designed to reduce life-threatening behaviour for young people aged 14 -18 years experiencing moderate to severe mental illness who meet at least 3 of the 9 criteria for Borderline Personality Disorder (BPD).
- The Childhood Early Intervention Program (CEIP) provides school-based specialist mental health early intervention services for parents, teachers and children from pre-school to Year 6 who are displaying early signs of anxiety, depression and/or emerging conduct problems.
- These services will be relocated into a new purpose-built facility at Erindale as part of the Northside Hospital Project.
- These services will remain fully operational until the new building has been completed.
- Erindale provides a large development space for the new facility, outdoor areas, access to parks, public transport and shops as well as capacity for drop off/pick up zones and car parking.
- The larger Erindale site provides an opportunity to develop a fit for purpose facility now and into the future.
- Staff and young people have been pivotal in helping design the new facility at Erindale and there will be ample opportunity to provide feedback on the designs.
- We will continue to keep you informed, but if you have any questions at any time, please email us at info.northsidehospitalproject.act.gov.au

For staff, consumers and families

- Last year we announced Lyons as the preferred site to construct a fit for purpose new facility for CAMHS Cottage, Dialectical Behaviour Therapy and Childhood Early Intervention programs as part of the Northside Hospital Project. Following extensive considerations, a new preferred location at Erindale has been confirmed.
- The Erindale site provides a larger footprint to accommodate current and future needs.
- Erindale site also provides, outdoor areas, ample onsite parking, access to parks, public transport and shops. .
- Staff and young people will be pivotal in the design the new facility at Erindale.

For tenants

- CAMHS Cottage, Dialectical Behaviour Therapy and Childhood Early Intervention programs are relocating to Erindale Business Park.

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- The new building will replace Buildings C&D onsite with arrangements underway with these tenants.
- Infrastructure Canberra will be working closely with tenants at Erindale Business Park and will provide regular updates
- Planning is underway with construction expected to start early 2026.
- Buildings C&D will be vacated and replaced with the CAMHS Cottage with arrangements underway with these tenants.
- Infrastructure Canberra will be working closely with tenants at Erindale Business Park going forward and providing project updates.

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ACTION PLAN – Updated 18 March 2026

Comms/engagement stage	When	What and why	Audience	Responsibility and status
Media announcement Lyons site	27 August 2024	Media release and FAQs	Media General community	COMPLETED
Initial CAMHS staff briefing and introduction	19 August 2024	Presentation to all staff	CAMHS staff	COMPLETED
CAMHS Family/consumer briefing or update	28 August 2024	A Project Update was developed including FAQs provided to the staff following the announcement.	CAMHS Family/consumer briefing	COMPLETED
Staff briefing – all Northside Hospital staff	Mid-August 2024	Part of an overarching project briefing will include the CAMHS relocation to ensure all stakeholders have the same information.	North Canberra Hospital staff	COMPLETED
Design Engagement	March-Sept 2025 See BLP schedule	A series of events developed by the design team to capture information to inform the design. With two specific groups: Staff user group engagement Lived experience engagement	CAMHS staff EUG CAMHS Consumers and Families	COMPLETED

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Site inspection comms for Erindale With iCBR property team	Early 2025 and ongoing	For internal and external site inspections to take place Establish relationships with tenants to provide information throughout the planning, design and construction process. Meet and greet and provide contact following June announcement.	Business Park tenants	Ongoing – iCBR providing comms to P&S team to issue to tenants
CAMHS Staff	Presentation to Staff	Project Update 2 – outlining the new site and including imagery of the new facility Staff briefing via Teams	CAMHS staff	COMPLETED
Mental Health and special interest groups	Presentation to Industry key stakeholders	Project Update 2 – outlining the new site and including imagery of the new facility	Industry Stakeholders	COMPLETED 2 Sept
Erindale tenants Blg C&D	Managed by P&S	Notice to end lease TBC Possible relocation into Blg A&B	Tenants – specifically those that will need to relocation	COMPLETED
Erindale tenants Blg A&B	Managed by P&S	Update regarding changes to site	Tenants – those who will be impacted by construction and ongoing	COMPLETED

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Erindale Tenant Presentation	Late October once commercial tenants have vacated	ICBR presenting to remaining Erindale tenants about CAMHS, the new building and construction timeframes and impacts. Discuss lines of communication	EBP tenants	COMPLETED
DA Communications	December	Media release Site signage Website update Project update	General public Interested parties	COMPLETED
Ongoing site inspections	Ongoing	Geotech Dilapidation	Erindale tenants	Ongoing
Media Release and or Media Event - Contractor Announced - SOD turning	Date TBC	Pack to be developed for Minister, including media release, TPS and FAQs. Event to be confirmed. CAMHS staff and students offer to be involved Manage/invite Erindale tenants Combine with renaming? Site blessing ceremony and name (although this may not align)	General public and interested parties	ICBR to develop pack
Site fencing and banner mesh	Post media event	With CAMHS images included	Local residents	ICBR/Contractor

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Neighbour communications	Post media event	Project Update letterbox dropped proactively to neighbouring streets	Local residents	ICBR
CAMHS consumers	Following media announcement	Project Update sent out proactively to interested parties	Mental Health groups, HCCA. As directed by CAMHS and BA.	ICBR to draft single update for distribution.
Ongoing EBP tenant engagement and construction impact comms	Prior to site mobilisation onsite	Start-up meeting with Contractor Site parking strategy Noise strategy – time of day mitigation Disruptive works – cutovers Process for issues and complaints	Contractor EBP tenants	ICBR to facilitate session
Aboriginal and Torres Strait Islander engagement	DD	Artwork Landscaping	Aboriginal Youth Youth Consumers Community art project with students	
User Group engagement	Ongoing	Art or landscape project aligned to curriculum - Art comp - Tree planting day - Design comp	User Groups General community	

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Website Updates	Ongoing updates	Project Update on iCBR website	General	ICBR
Our Canberra	Ongoing updates	Update in local Our Canberra	General	ICBR
Celebrating milestones - Project Updates - Video - Tours	Ongoing aligned to construction program	First slab Roof installed Lock up- walk through stage	CAMHS Staff and Users Mental Health Groups	ICBR
Timelapse/Photo Updates		Capture it all		
Media relations		Tours, Comps. Milestones, First look	General community	ICBR